

New Jersey Courts

www.njcourts.com



Independence • Integrity
Fairness • Quality Service

VICINAGE I

ATLANTIC/CAPE MAY COUNTIES

vision

STRATEGIC PLAN

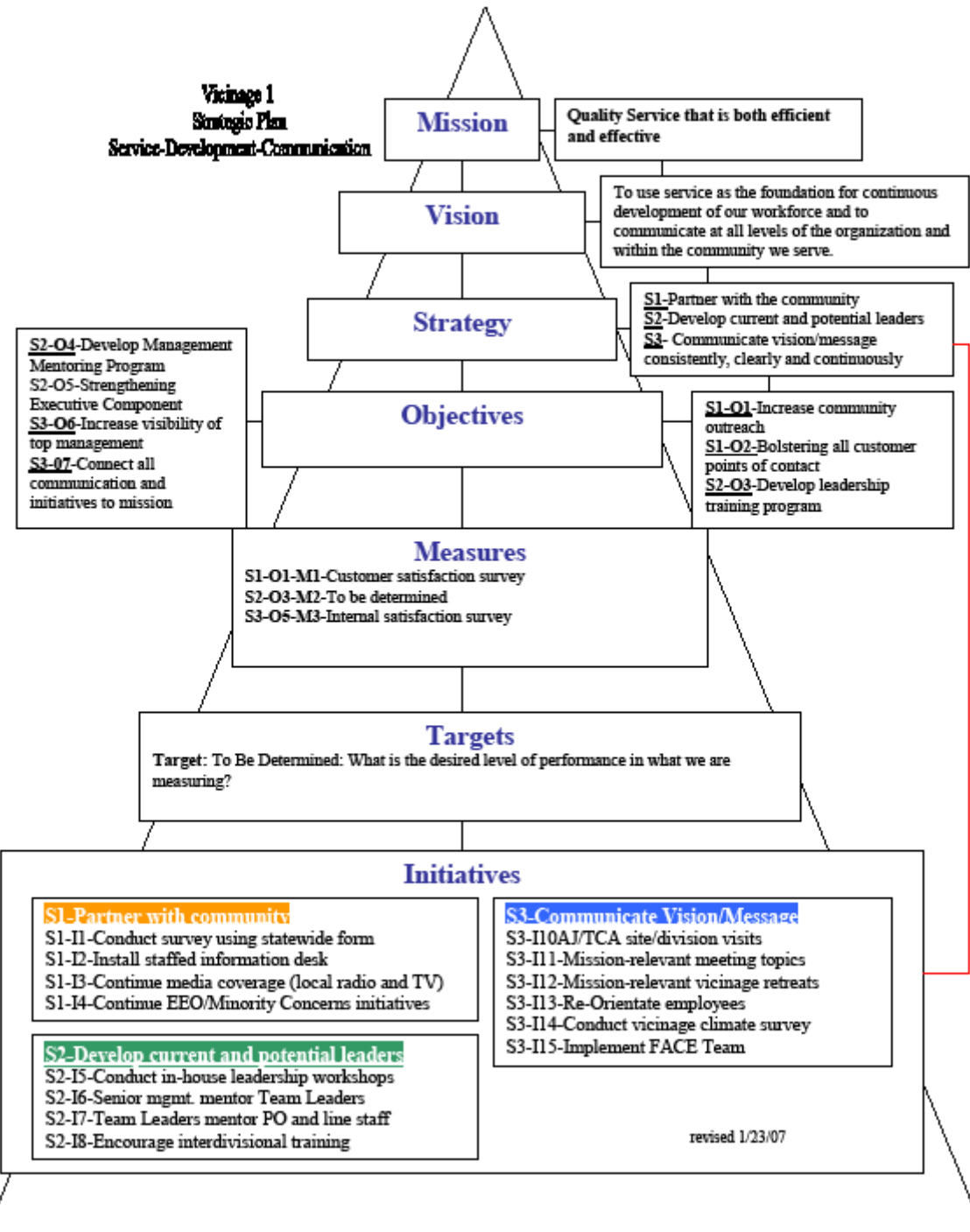
SERVICE-DEVELOPMENT-COMMUNICATION



STRATEGIC PYRAMID TO VISUALLY COMMUNICATE PLAN

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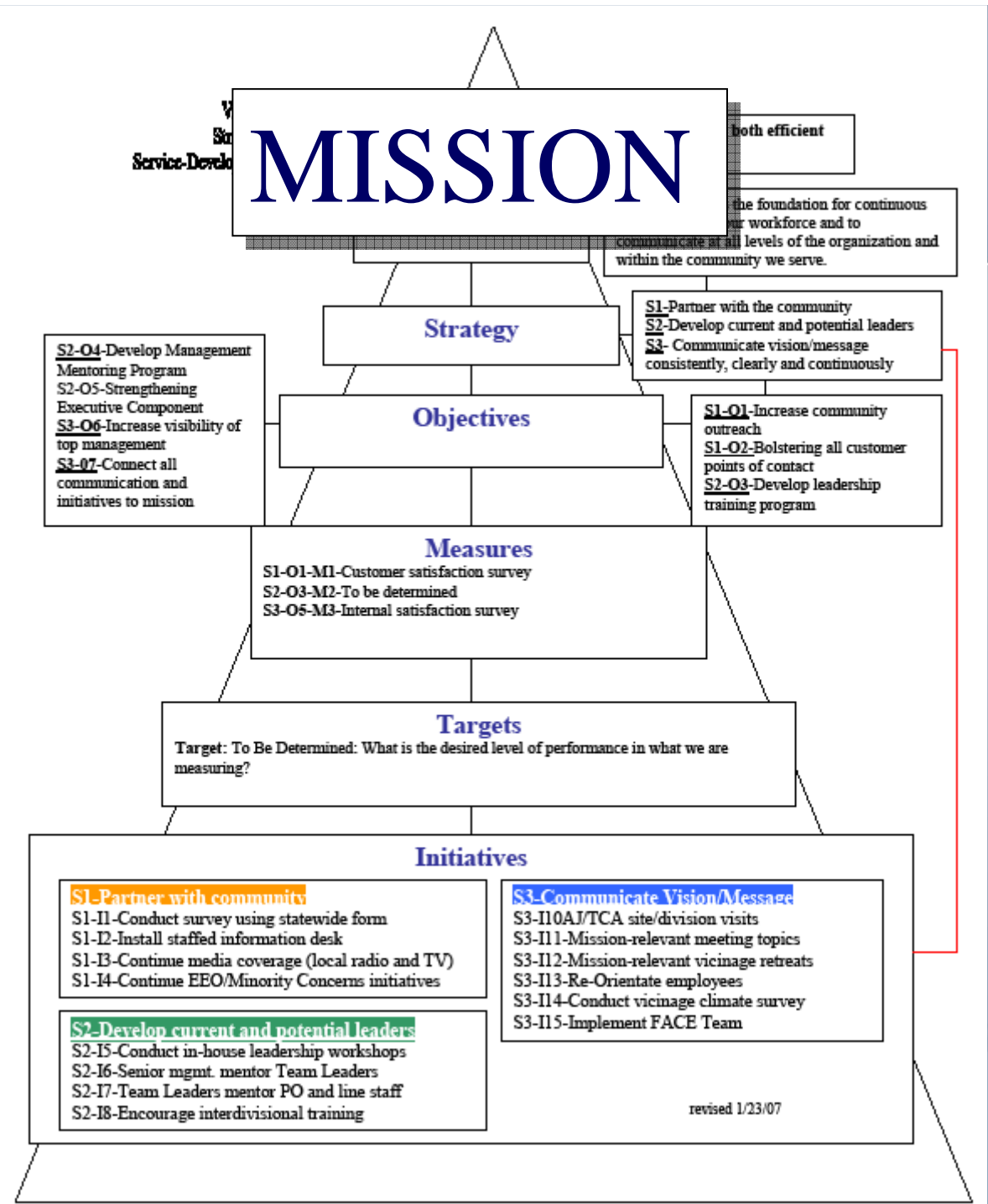
Vicinage 1
Strategic Plan
Service-Development-Communication





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MISSION

**Quality Service that is both
Efficient and Effective**

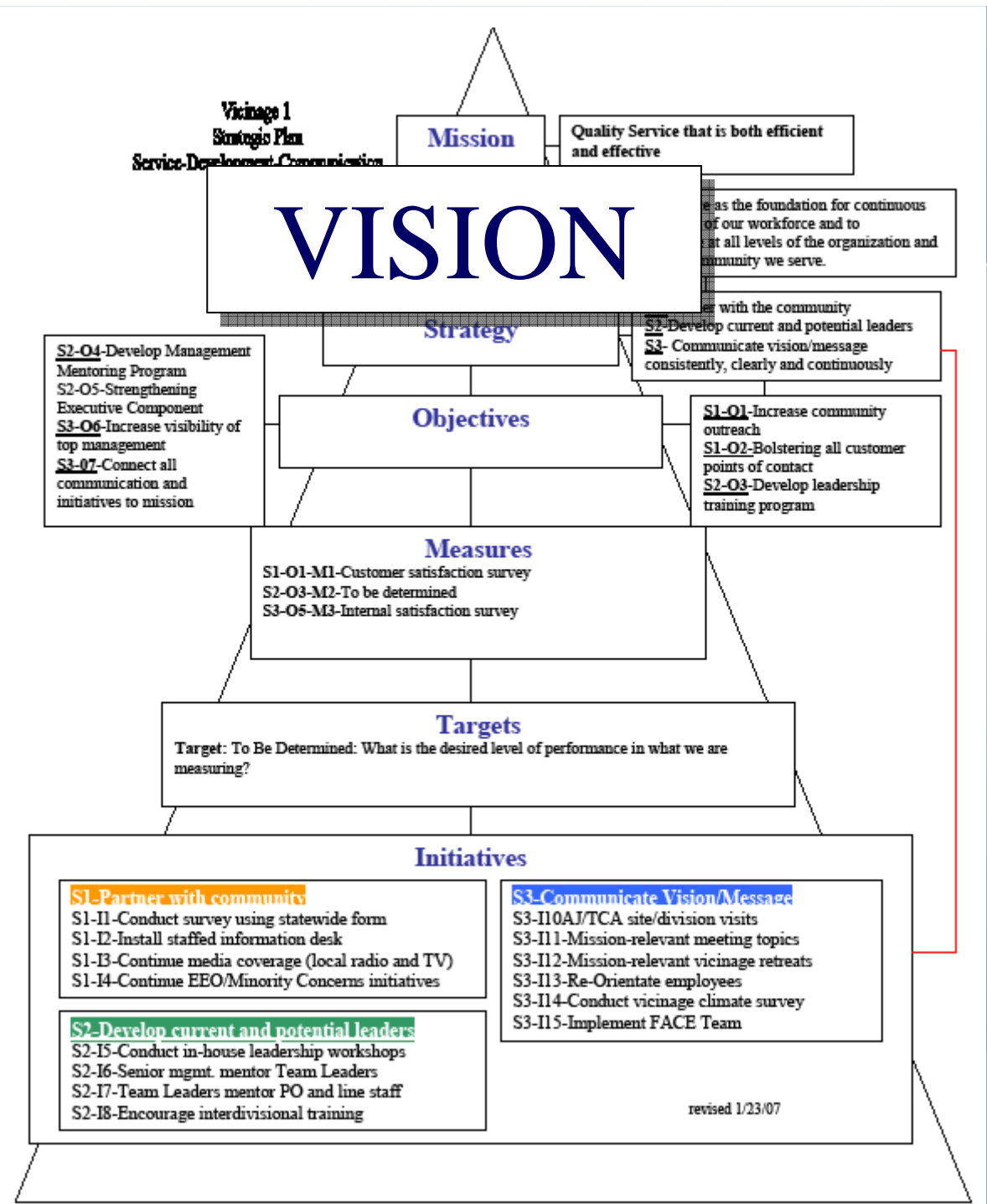
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VISION/DEFINED



■ DEFINE VICINAGE VISION

1 To use service as the foundation for continuous development of our workforce and to communicate at all levels of the organization and within the community we serve.

2 Vision: Service Development Communication



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STRATEGIES

- 1 Partner with the Community**
- 2 Develop Current and Potential Leaders**
- 3 Communicate Vision/ Message Consistently, Clearly and Continuously**



STRATEGY

SERVICE

1

**Partner with the
Community**

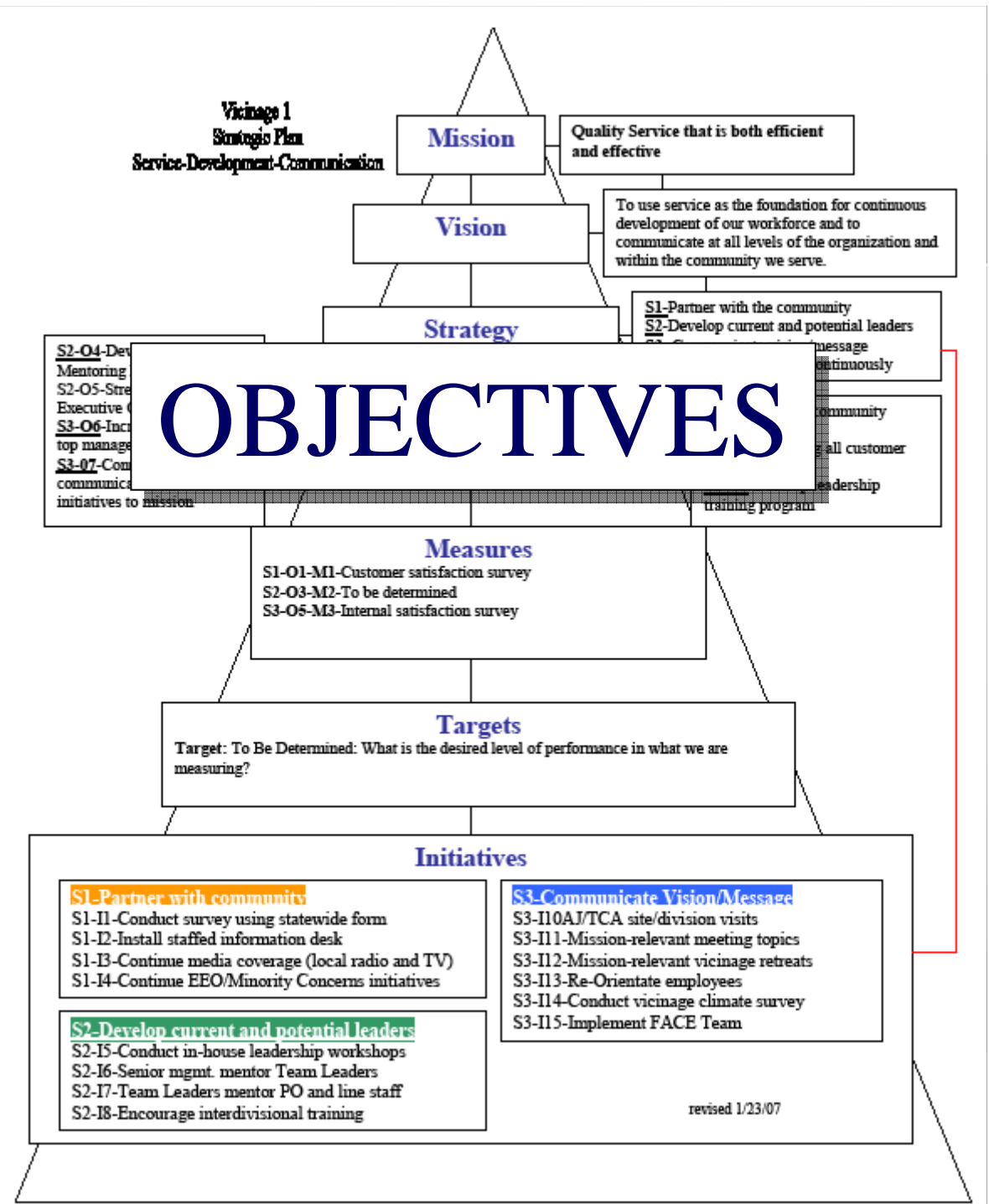
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OBJECTIVES

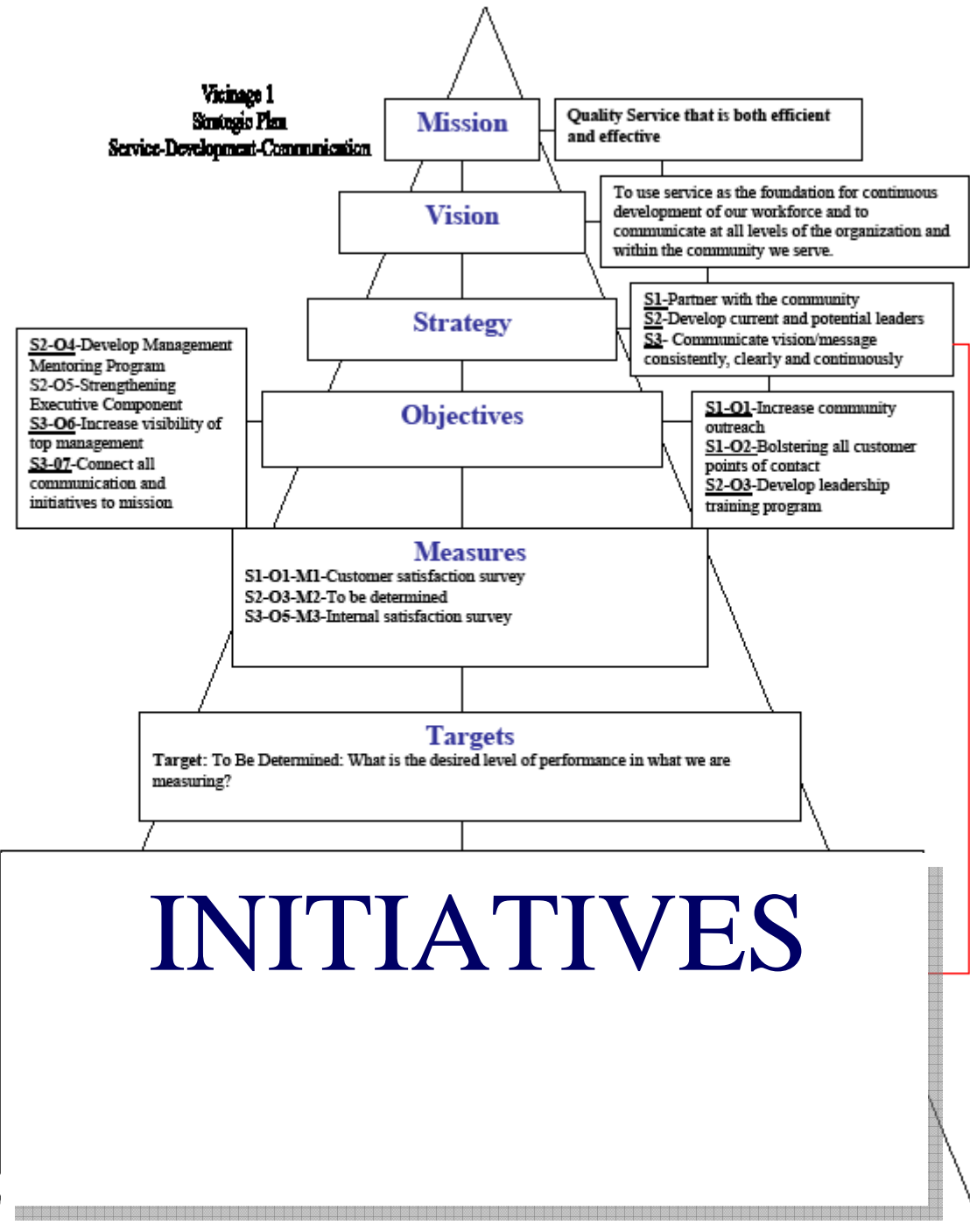
- 1 Increase Community Outreach**
- 2 Bolstering all Customer Points of Contact**



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Strategic Plan
Service-Development-Communication





INITIATIVES

SERVICE

- Conduct Survey using Statewide Form
- Install Staffed Information Desk
(Greeters in all three Court Houses)
- Continue to Utilize Media Outlets to
send Message
 - **“Meet the Court” Television Program**
 - **Monthly Radio Broadcasts**
- Continue EEO/Minority Concerns Initiatives



OBJECTIVES

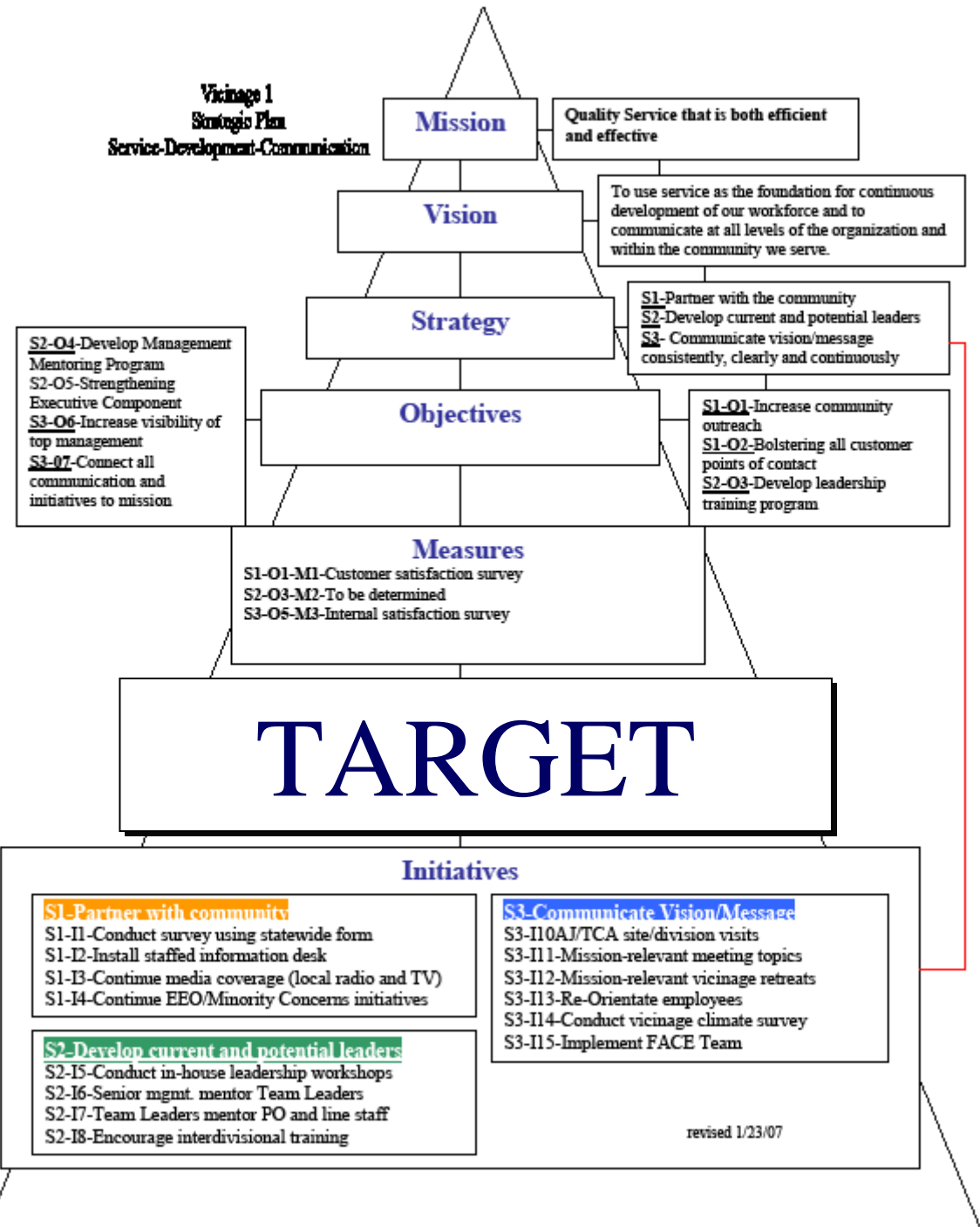
- **Continue EEO/Minority Concerns Initiatives**
 - **Establish a EEO/Affirmative Action Office and Hire Full Time EEO/Affirmative Action Officer**
 - Re-establish EEO/Affirmative Action Committee
 - Re-instate Minority Concerns Committee



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TARGET

**Strengthen partnership between
the courts and the community
it serves.**



STRATEGIES

- 1 Partner with the Community**
- 2 Develop Current and Potential Leaders**
- 3 Communicate Vision/ Message Consistently, Clearly and Continuously**



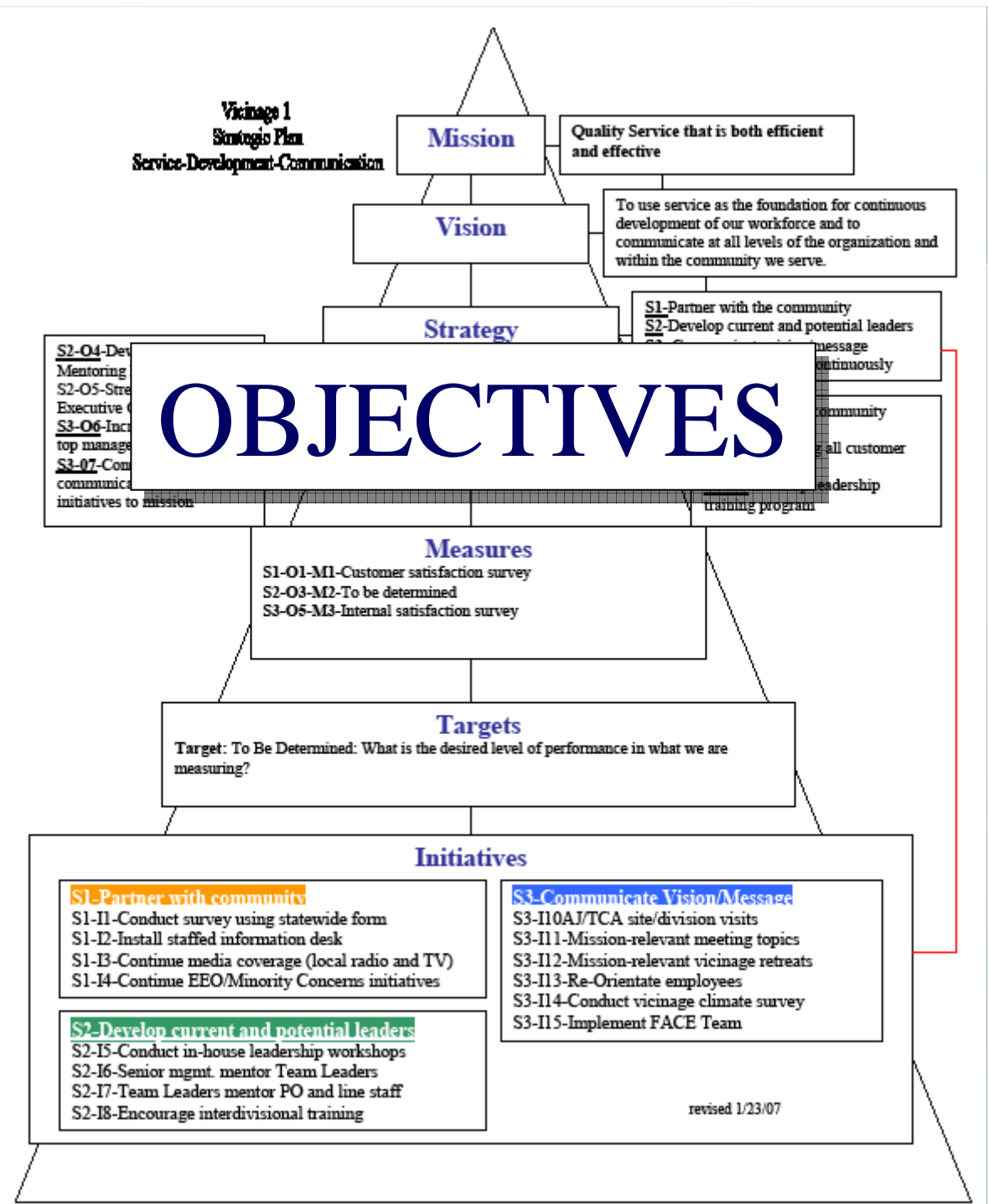
STRATEGIES

② Develop Current and Potential Leaders



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OBJECTIVES

DEVELOPMENT

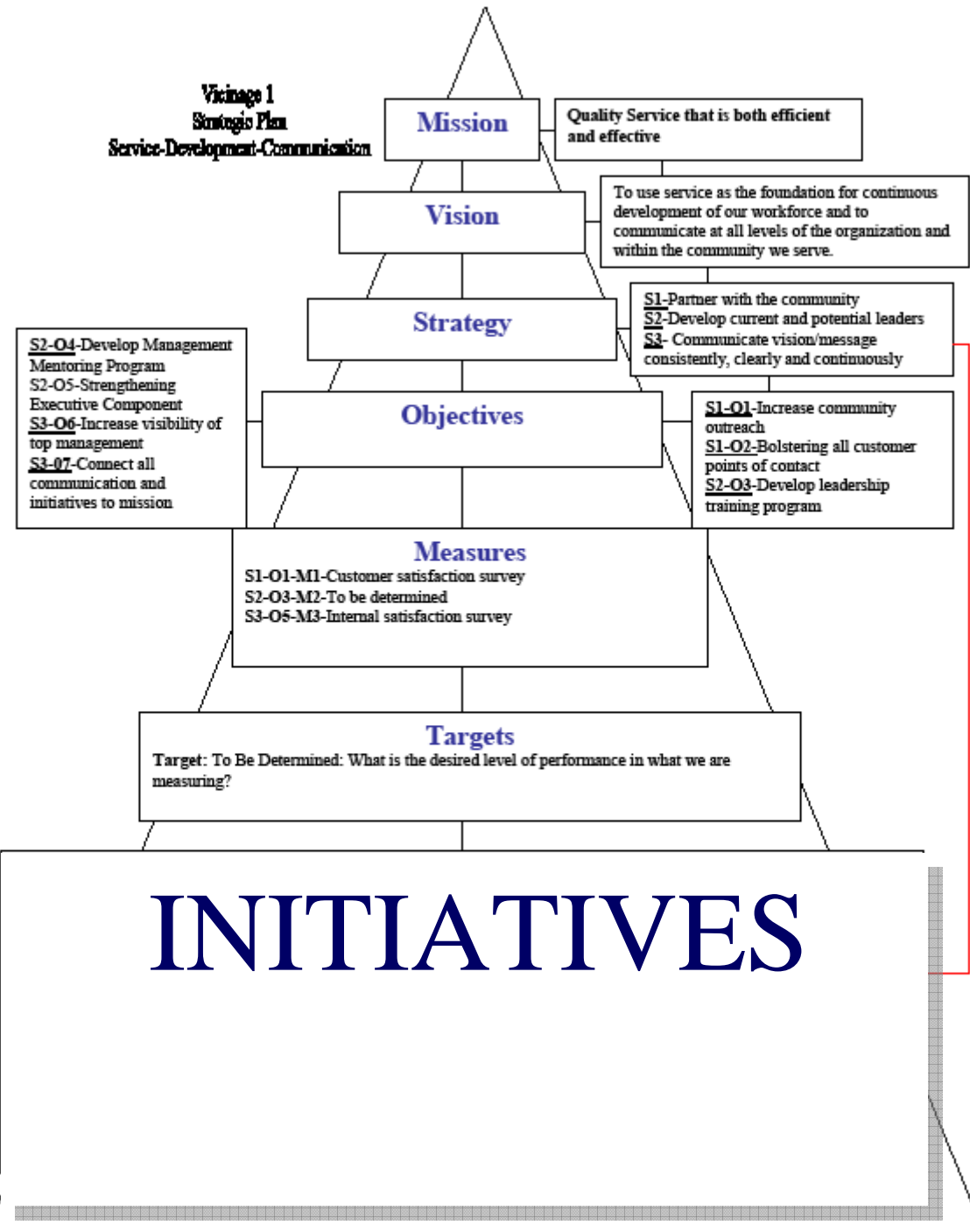
- ① **Develop Management Mentoring Program**
- ② **Strengthening Executive Component**
- ③ **Encourage Inter-divisional Training**



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INITIATIVES

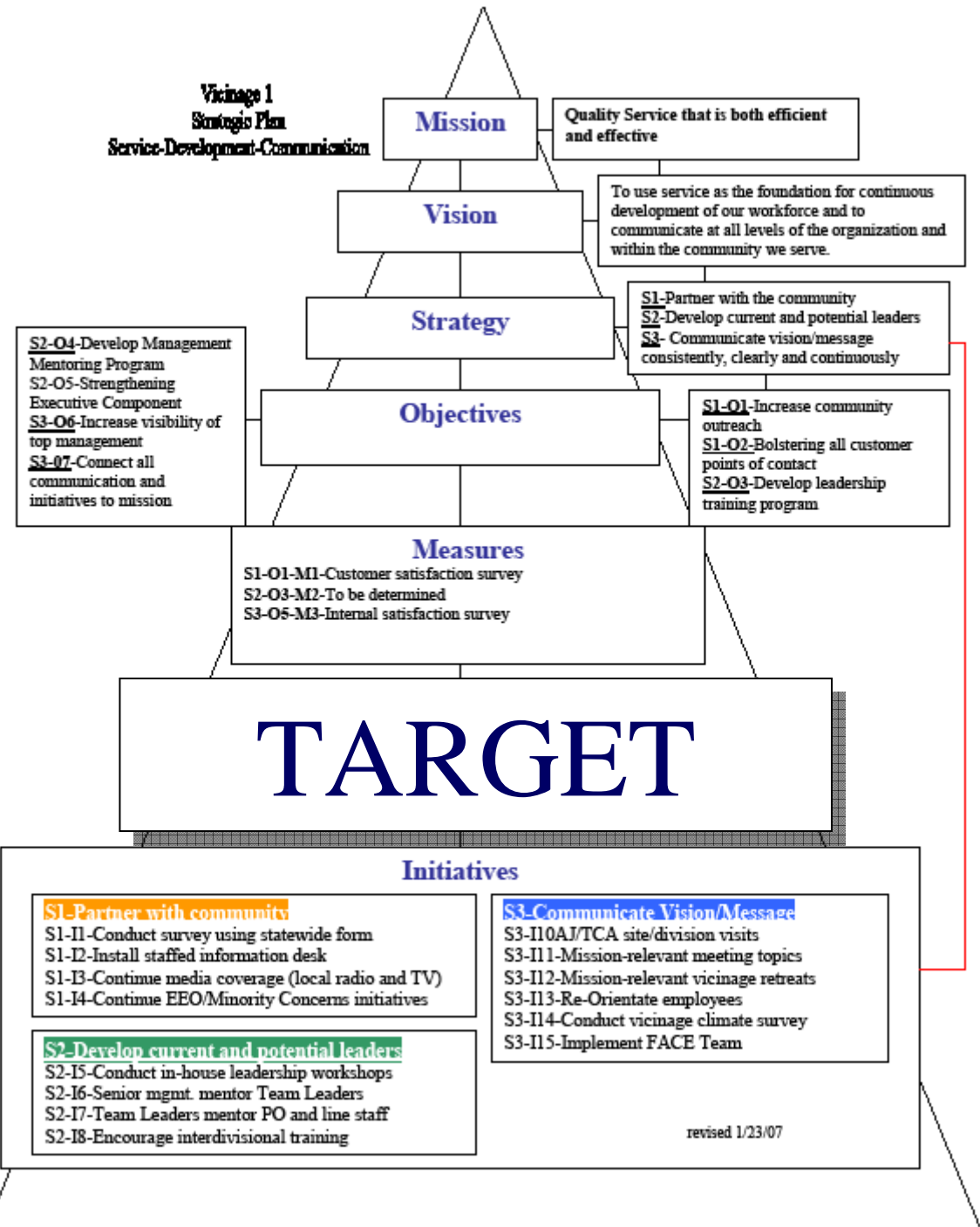
- **Senior Management Mentor Team Leaders**
- **Team Leaders Mentor POs and Line Staff**
- **Conduct in-house Leadership Workshops**



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TARGET

- **Develop Current Leaders**
- **Succession Planning**

Succession Planning is the process of identifying and preparing suitable employees through mentoring, training and job rotation, to replace key players within an organization as their terms expire.



STRATEGIES

- 1 Partner with the Community**
- 2 Develop Current and Potential Leaders**
- 3 Communicate Vision/
Message Consistently,
Clearly and Continuously**



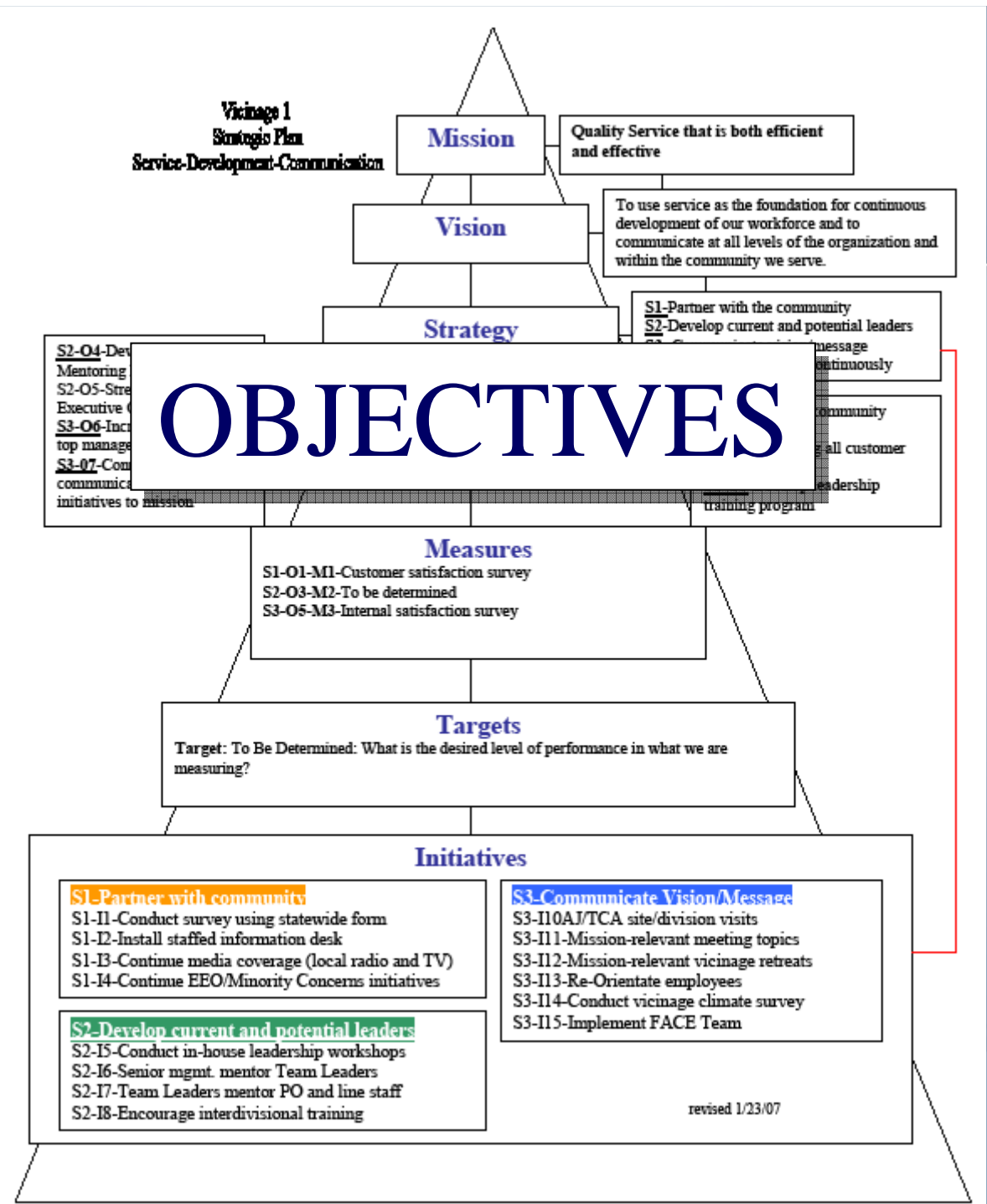
STRATEGIES

-
-
- 3 Communicate Vision/
Message Consistently,
Clearly and Continuously**



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OBJECTIVES

COMMUNICATION

1

Increase Visibility of Top Management

2

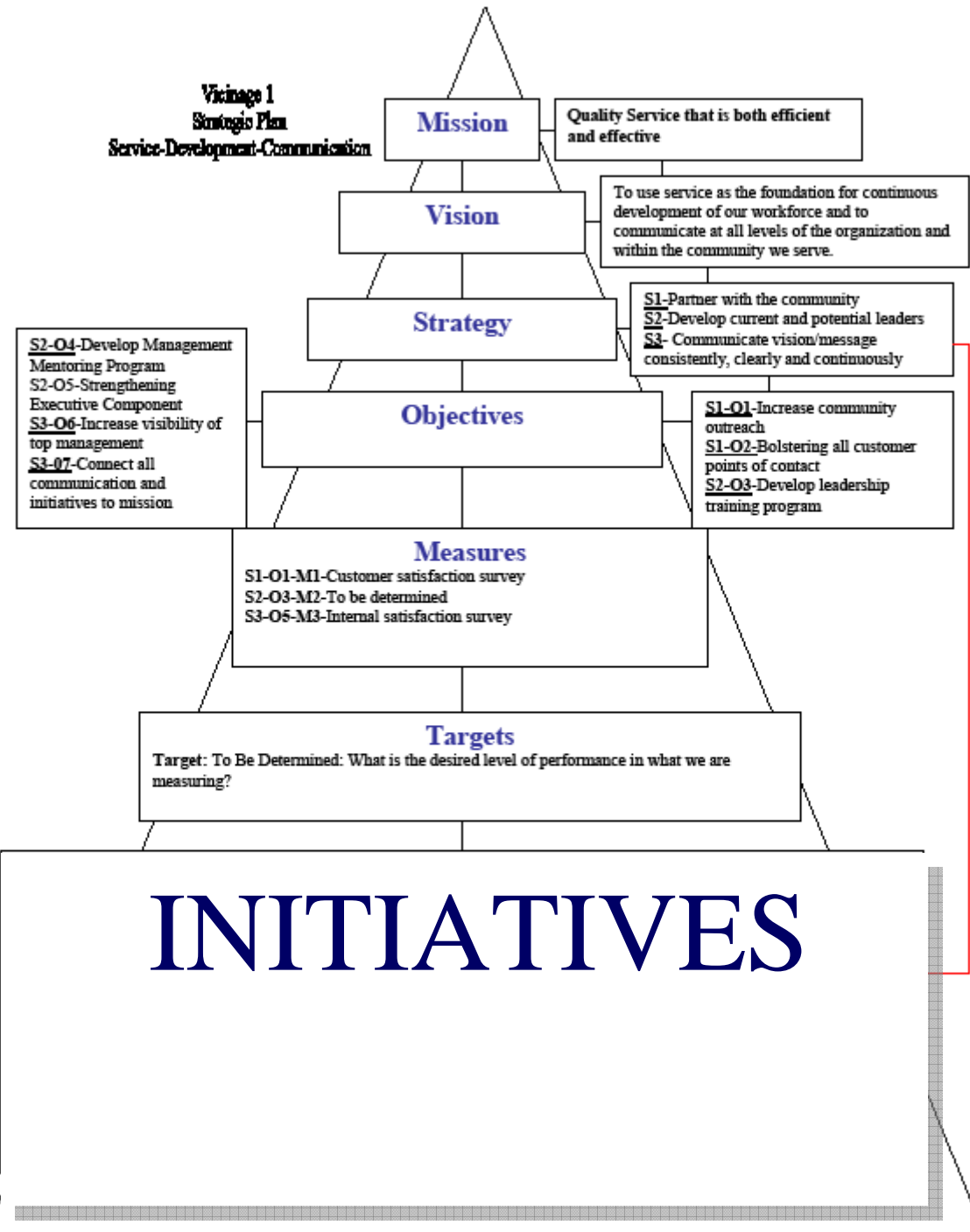
Connect all Communication and Initiatives to Mission



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INITIATIVES

Communicate Vision Message

- **AJ/TCA Site/Division visits**
- **Mission-Relevant Meeting Topics**
 - Strategic Leadership Sessions to Communicate Plan and Focus each Division for Organizational Alignment
- **Mission-Relevant Vicinage Retreats**



INITIATIVES

Communicate Vision Message

- **Re-Orientate Employees**
- **Conduct Vicinage Climate Survey**
 - **Online Survey Assessing Employees Knowledge of Vision**
 - **Share Results via Online Newsletter with Staff**
- **Implement F.A.C.E. Team**
 - **Establish C.O.P. (Community Outreach Partnership) Committee**



INITIATIVES

**What is the
F.A.C.E. Team?**



New Jersey Courts

Independence • Integrity • Fairness • Quality Service

F.A.C.E. Team



(FACILITATION-ACCESS-COMMUNITY-EDUCATION)

VICINAGE I
Atlantic/Cape May Counties



F.A.C.E. Team

- **F.A.C.E. (Facilitation-Access-Community-Education) Team.**
- **The F.A.C.E. Team consists of the EEO/Affirmative Action Officer, the Ombudsman/Community Liaison, the Volunteer Coordinator and the Training Coordinator.**
- **The F.A.C.E. team was established as an outreach committee to communicate what the court had to offer in the following areas, customer service, initiatives, educational partnerships, potential recruitment opportunities, internships, and volunteer programs.**



INITIATIVES

- **Establish C.O.P. (Community Outreach Partnership) Committee**



C.O.P. Committee

- **The new C.O.P. (Community Outreach Partnership) Committee was implemented by the F.A.C.E. Team to centralize divisional community outreach efforts.**
 - **Enable us to see if we are meeting the community needs, and to help eliminate unknowns, namely who is doing what/where.**
 - **Evaluate and monitor successes**
 - **Support, coordinate, share and spotlight efforts**
 - **Centralizing all of the courts efforts**
 - **Outline of a Judiciary Story to ensure consistency of information delivery**
 - **Representatives from each division and courthouse are on the committee. Meetings are held on an as needed basis**
 - **An evaluation form is now used to get feedback from the organizations that we partner with**
 - **A site was created to capture all Vicinage Community Outreach efforts**

VISION

The Superior Court of New Jersey, Atlantic/Cape May Counties would like to take a pro-active role in the community by investing our time, resources and expertise to educate students and adults on the judicial system.

WHO ARE WE?

The Atlantic/Cape May Vicinage implemented the F.A.C.E. (Facilitation-Access-Community-Education) Team as an outreach to area educational entities, civic organizations and places of worship. Our mission is to educate the community on who we are as a court system and to communicate what we have to offer in the following areas: customer service initiatives, educational partnerships, potential recruitment opportunities, internships and available volunteer programs.

On behalf of the Superior Court of New Jersey, Atlantic/Cape May Counties we look forward to partnering with you.

The F.A.C.E. Team

VICINAGE I ATLANTIC/CAPE MAY COUNTIES



Atlantic
County Civil
Courts
Building

Mays Landing
Criminal
Courts
Complex

Cape May
County
Court
House

TO CONTACT US:

Phone: 609-909-8118

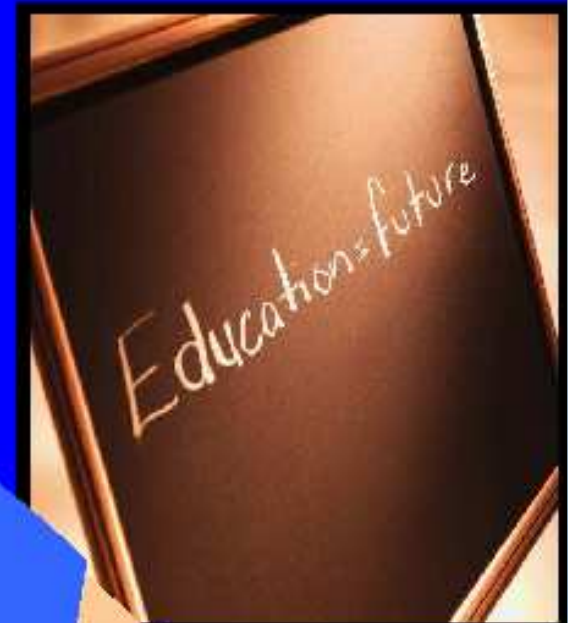
Fax: 609-909-8191

Email: kathleen.morrell@judiciary.state.nj.us

Mailing Address:
Criminal Courts Complex
4997 Unami Boulevard
Mays Landing, NJ 08330

THE SUPERIOR COURT OF NEW JERSEY

PARTNERSHIP FOR LEARNING



ATLANTIC/CAPE MAY
VICINAGE

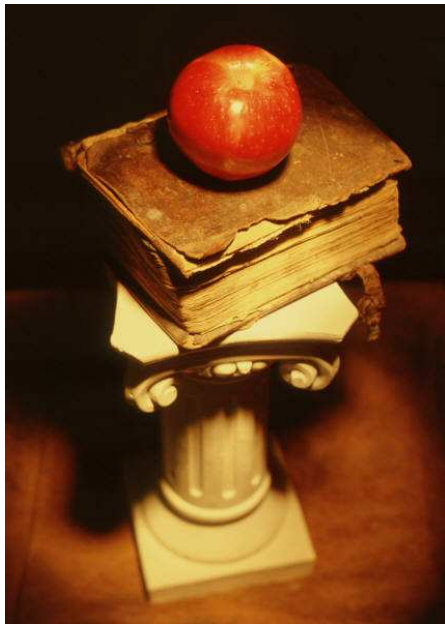
COMMUNITY OUTREACH
PROGRAM

HON. VALERIE H. ARMSTRONG,
ASSIGNMENT JUDGE
SUPERIOR COURT

HOWARD H. BERCHTOLD, JR.,
TRIAL COURT ADMINISTRATOR



COURTS AND COMMUNITY SHARING RESPONSIBILITY



For the 2008-09 school years the Atlantic/Cape May Vicinage developed a series of workshops on court related topics to share with sophomore, junior and senior students, at risk students and students who are victims or witnesses of crimes. Each session will last 35 minutes.



Course Curriculum

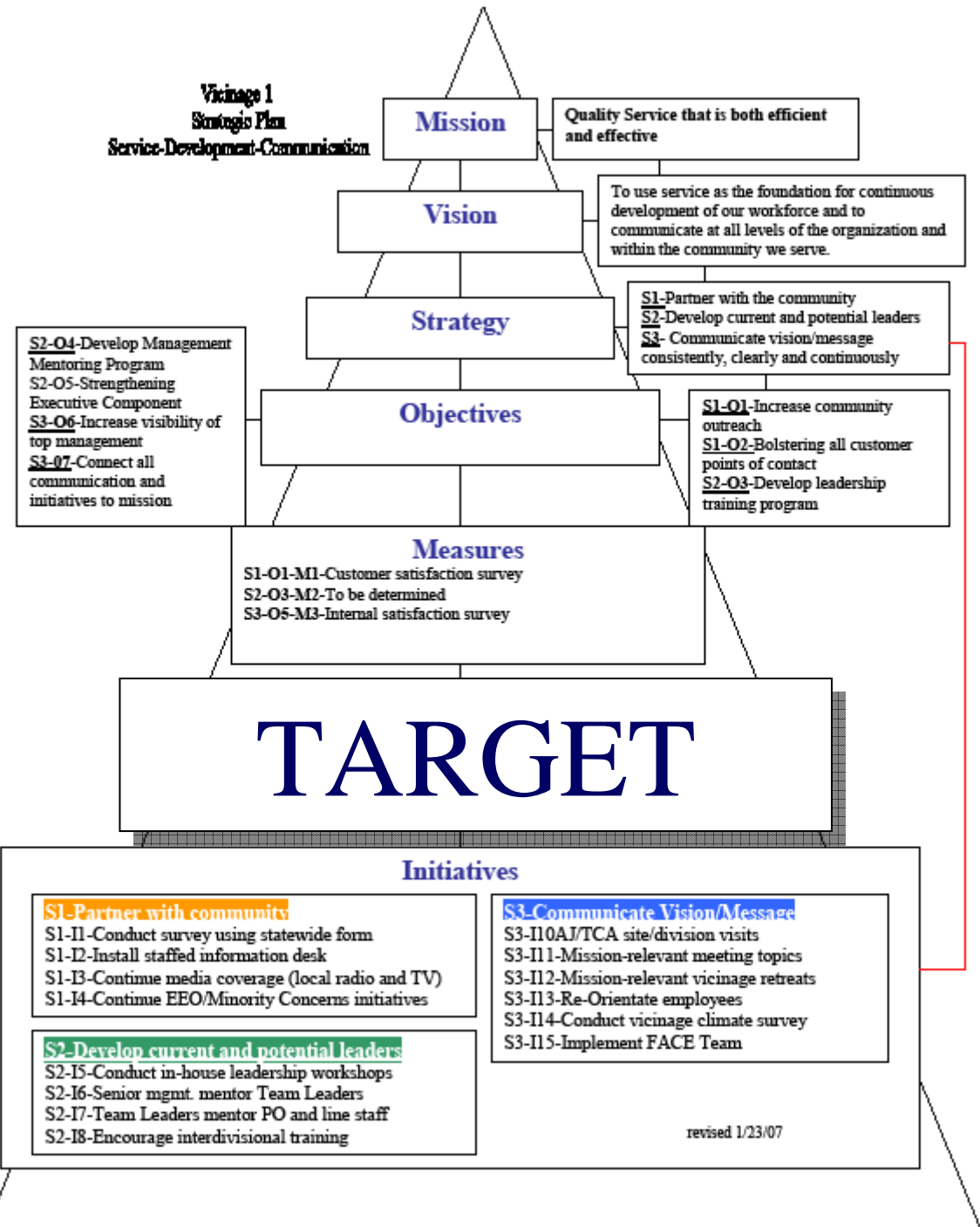
SESSION #		TOPIC	SPEAKER	DIVISION
1		General Introduction-Judiciary Overview	F.A.C.E Team	TCS
2		Traffic Violations	Court Representative from Division	Municipal
3		Possession of Marijuana/Drug Paraphernalia. Drug Offenses other than Marijuana-Alcohol	Court Representative from Division	Probation
4		Simple Assault and Battery/Date Rape	Court Representative from Division	Family
5		DV/Disorderly Conduct	Court Representative from Division	Family
6		Theft/Larceny	Court Representative from Division	Criminal



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TARGET

To communicate our vision as unified Vicinage to the community in which we serve.